

**CITY OF BRENTWOOD
REQUEST FOR PROPOSAL
CIP 337-37233**

**Fully-Integrated Computer Aided Dispatch, Records Management,
Mobile Computing, and Field Reporting System**

NOTICE TO PROPOSERS

Notice is hereby given that the City of Brentwood invites sealed proposals for a **Fully-Integrated Computer Aided Dispatch, Records Management, Mobile Computing, and Field Reporting System** for the City of Brentwood (Contra Costa County), California. Each proposal shall be in accordance with the conditions and specifications on file in the office of **City of Brentwood, Police Department, Administrative Police Liaison, 9100 Brentwood Blvd, Brentwood, California 94513**, copies of said conditions and specifications may be obtained at no charge to interested parties at the City of Brentwood website or from rszoke@brentwoodca.gov. RFP documents contain the full description of the work to be performed.

All completed RFPs must include a contact name, phone number, and email address. All submittals must be enclosed in a sealed envelope/box and **clearly identified** with **Request for Proposal title and CIP 337-37233, name of bidder and date of bid opening** to preclude premature opening of proposal.

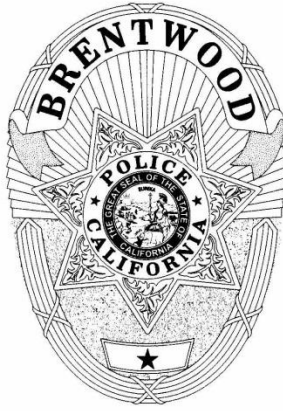
The City reserves the right to reject any or all proposals and to waive any minor informalities, irregularities, and/or bid non-responsiveness that does not influence the competitive nature of the bid. The City Council will award the project based on Best Value for the City, to the most qualified proposer. It is the City's intent to award the contract in January of 2016.

Sealed proposals shall be delivered to the Administrative Police Liaison at the above indicated address on or before **5:00PM, TUESDAY, DECEMBER 22, 2015. NO LATE SUBMITTALS WILL BE ACCEPTED.** Pursuant to Section 1773 of the Labor Code, the general prevailing rate of wages in the county in which the work is to be done has been determined by the Director of the Department of Industrial Relations of the State of California. These wages are set forth in the General Prevailing Wage Rates for this project. The Contractor and all subcontractors shall pay all their employees performing labor under this Contract, salaries or wages at least equal to the general prevailing wage rates for the particular crafts, classifications, or types of workers employed on this project. These wage rates appear in the latest Department of Industrial Relations publication. Future effective wage rates, which have been predetermined and are on file with the Department of Industrial Relations, are referenced but not printed in said publication, and are available at www.dir.ca.gov.

The City of Brentwood reserves the right to award or reject bids in part or in whole and on any basis it deems in the best interest of the City.

Reference is hereby made to said specifications for further details which specifications, general conditions, and this "Notice to Proposers" shall be considered part of any contract made pursuant thereto.

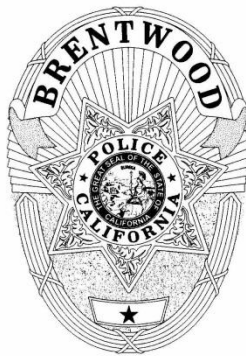
PUBLISHED: Tuesday, December 8, 2015



REQUEST FOR PROPOSAL CIP 337-37233

FULLY-INTEGRATED
COMPUTER AIDED DISPATCH,
RECORDS MANAGEMENT,
MOBILE COMPUTING, AND
RELATED MODULES
FOR THE BRENTWOOD POLICE DEPARTMENT

Brentwood, California
December 2015



Brentwood Police Department

December 8, 2015

The City of Brentwood is looking to purchase a fully-integrated system for the City's Police Department that includes a Computer Aided Dispatch System, Records Management System, Report Writing, Mobile Field Reporting, Training Management System, Property Module, and connectivity to local, county and state agency systems, and additional modules listed. The vendor selected will be responsible for the implementation of all selected components, project management, training, data migration, and providing a complete turnkey installation that meets the performance requirements as stated in the final contract.

The project has an aggressive time schedule. It is critical that any vendor who responds to the Request for Proposal understand the aggressive schedule the Brentwood Police Department is requiring and addresses it in their response.

The Brentwood Police Department invites you to submit a proposal to furnish software, materials and installation and training services in accordance with the terms, conditions, and specifications contained in this document. Please complete the proposal form as instructed below and return it to the specified address prior to the due date. No extensions to the deadline will be allowed. Postmarks are not acceptable. All responses must be in a sealed envelope/box marked FULLY-INTEGRATED CAD, RMS, AND MOBILE COMPUTING SYSTEM RFP CIP 337-37233 – Dated December 22, 2015 to prevent early opening.

SUBMIT TO:

Brentwood Police Department
9100 Brentwood Blvd.
Brentwood, CA 94513
Attn: Wade Gomes, Administrative Police Liaison

TENTATIVE SCHEDULE

Release RFP for Response	Tuesday, December 8, 2015
Closing Date for RFP	Tuesday, December 22, 2015, 5:00 P.M.
Select Vendor / Contract Negotiations	December 2015 / January 2016
Award of Contract by City Council	January 2016
Notice of Award	January 2016
Estimated Go-live Date	January - June 2017

TERMS AND CONDITIONS

1. **DATE DUE:** Tuesday, December 22, 2015, no later than 5:00 P.M. (PST)

By submitting a response to this RFP, each Respondent expressly waives any and all rights that it may have to object to, protest or seek legal remedies whatsoever regarding any aspect of this request, the City's selection of the Respondent, and the City's rejection of any or all responses.

2. **QUESTIONS:** All questions must be submitted via email to Robert Szoke, rszoke@brentwoodca.gov, prior to Tuesday, December 15, 2015. All questions will be reviewed and addressed accordingly.

3. **REPLY FORMAT:** Each submittal must be accompanied by a complete copy of these specifications. All blanks in specifications must be filled in or submittal may be considered unresponsive. Vendors must submit a total of four (4) sets, one (1) original marked "original" in the upper right hand side and three (3) copies, marked "copy" on the upper right hand side of the proposal. Please include one (1) copy on CD-ROM or thumb drive. Please minimize the bulk of your proposal by only submitting one (1) copy of standard brochures and materials. Vendors are asked to organize your proposal as stated in the RFP, including all of the forms and requested information contained in this RFP. Vendors are required to clearly identify any limitations or exceptions to the requirements defined in this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefit to the City.

4. **VENDOR QUALIFICATIONS:** The vendor has furnished Computer Aided Dispatch, Mobile Reporting, In-Field Reporting, Records Management System, Training Management System, Property System, Materials, installation, and training services in California for at least the last ten years.

5. **RESPONSIVENESS AND SELECTION PROCESS:** The decision for selection will be made on a combination of criteria, including: responsiveness to RFP, quality and completeness of proposal; total cost (including on-going operating costs); vendor's customer satisfaction and products in similar installations; vendor's knowledge and experience with migrating a Data911 CAD/RMS, FileMaker13 Property Module, and P.O.S.T. EDI databases; vendor's ability to perform in a timely fashion; and the City's perception of Vendor's stability (Refer to Section 9 for more details on the selection process), discrepancies, or irregularities. The selection will be at the discretion of the City and may be made in any manner that best

6. **SUBCONTRACTORS:** The City prefers a proposal with a single or primary Vendor. If you propose a multi-Vendor or subcontracted approach, clearly identify the responsibilities of each party and the assurances of performance that your proposal includes.
7. **PROPOSED CONTRACT:** Attachment A of this RFP is a Sample Agreement that the City intends to use in awarding this RFP. Vendors should review the terms and conditions contained in the Agreement and must note any exceptions, additions, or modifications they would propose for consideration by the City. Blanket substitution of the Vendor's standard contract for the City Agreement will not be permitted.
8. **PAYMENT TERMS:** The City payment terms are typically Net 30 days after receipt of all goods and/or services and receipt of an accurate invoice and associated warranties. However large projects we will allow progressive payments of no more than 4 payments made, 25% at acceptance, 25% at delivery and 50% at acceptance and a 10% retention may be held for 30 days after the completion of the project. Invoices must be submitted for payment.
9. **DELIVERY:** All goods and services shall be delivered to the City, F.O.B. destination. Vendor shall deliver completely by the dates agreed to in this agreement. Failure to deliver in a timely fashion is cause for the City to terminate this agreement.
10. **FIRM PRICES:** All quotes shall be held firm for a minimum of ninety (90) days after the proposal due date to allow adequate time for the City to consider each proposal and make an award. All blanks for unit price and total price shall be completed. All prices shall include sales tax where applicable. Any discrepancy between the unit price and the extended or total price shall be resolved by taking the lower price. Upon receipt of this proposal by the City, the Vendor shall be presumed to be thoroughly familiar with all aspects of this work. The failure or omission to examine any location, equipment, form, instrument or document shall in no way relieve Vendor from any obligation with respect to this proposal.
11. **WARRANTY:** The delivered and installed goods, equipment or services shall be warranted to be free from defects in materials and workmanship. The warranty period shall begin upon final acceptance by the City. As a minimum, all goods, equipment and services shall be warranted to operate in accordance with the requirements of these specifications, the representations of the Vendor and the published specifications of the manufacturer(s) for a period of at least one (1) year from the date of acceptance by the City.
12. **LITIGATION:** In the event of litigation between the parties concerning this Agreement, the prevailing party shall be entitled to reasonable attorney's fees and associated costs. The laws of the State of California shall govern this Agreement. If any provision of this Agreement becomes invalid or unenforceable, the remainder of this Agreement shall not be affected.
13. **ASSIGNMENT:** This Agreement, or any part of this Agreement, may not be assigned without the written consent of the other party.
14. **CANCELLATION CLAUSE:** The City may terminate and cancel any purchase order or contract resulted from this RFP without obligation at any time prior to receipt of the goods or services.

15. **INDEPENDENT VENDOR:** It is agreed that the Vendor is an independent contractor and all persons working for or under the direction of the Vendor are its agents, officers and employees and not agents, officers or employees of the City.
16. **HOLD HARMLESS:** The Contractor shall defend, indemnify and hold the City, its officers, employees and agents harmless from any liability for damage or claims of same, including, but not limited to, personal injury, property damage and death, which may arise from Vendor or Vendor's contractor, subcontractors, agents or employees operating under this Agreement, excepting suits and actions brought by Vendor for default of this Agreement or to the extent the claim arises out of the sole negligent or willful misconduct of City or to the extent permitted by law. City shall cooperate reasonably in the defense of any action, and Vendor shall pay for competent counsel, reasonably acceptable to City Attorney.
17. **SIGNATURES:** The undersigned understands and agrees that the conditions set forth in the instructions to Vendors, the terms and conditions, and the specification, together with the proposal and any other documents submitted in response to the foregoing, shall form a part of and be construed as part of the purchase order/contract.
18. **PROFESSIONAL SERVICES AGREEMENT:** Vendor's attention is directed to Attachment A, Sample Professional Services Agreement, the chosen vendor will be required to submit two original sets once decision has been made to award. In the event the chosen vendor fails to return the documents to the City in a timely manner, the City may negotiate with another finalist or reject all proposals.

INSURANCE REQUIREMENTS

1.1. **INSURANCE REQUIREMENTS FOR CONTRACTORS**

Vendor shall procure and maintain insurance for the duration of the agreement against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the vendor, their agents, representatives, employees or subcontractors. The cost of such insurance shall be included in Vendor's bid.

1.2. **SCOPE AND LIMITS OF INSURANCE**

Insurance requirements shall be as identified in Attachment A.

1.3. **DEDUCTIBLE AND SELF-INSURED RETENTION**

Any deductible or self-insured retention's must be declared to and approved by the City Attorney/ Risk Manager. At the option of the City Attorney/Risk Manager, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its officers, agents, employees and volunteers; or the vendor shall procure an approved security guaranteeing payment of losses and related investigation, claim administration and defense expenses.

1.4. **OTHER PROVISIONS**

The policies are to contain, or be endorsed to contain, the following provisions:

The City, its officers, agents, employees, volunteers, are to be covered as insured's as respects to: liability arising out of activities performed by or on behalf of the vendor; products and completed operations of the vendor; premises owned, leased or used by the vendor; or automobiles owned, leased, hired or borrowed by the vendor. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officers, agents, employees or volunteers.

The vendor's insurance coverage shall be primary insurance as respects the City, its officers, agents, employees and volunteers. Any insurance or self-insurance maintained by the City, its officers, agents, employees or volunteers shall be excess of the vendor's insurance and shall not contribute with it.

Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the City, its officers, agents, employees or volunteers.

Coverage shall state that the vendor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

With regards to the Worker's Compensation and Employer's Liability Coverage's, the insurer shall agree to waive all rights of subrogation against the City, its officers, agents, employees, volunteers, for losses arising from work performed by the Vendor for the City.

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled, reduced in coverage or in limits, or increased in deductible limits, in accordance with policy provisions via written notice by certified mail, return receipt requested, has been given to the City.

All required insurance must be issued by a company licensed to do business in the State of California, and each such insurer must have an A.M. Best's financial strength rating of "A" or better and a financial size rating of "VII" or better. The A.M. Best's rating can be obtained by the Broker.

The vendor shall furnish the City with certificates of insurance and with original endorsements affecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates and endorsements are to be on forms provided by the City and are to be received and approved by the City before work commences.

The vendor shall include all subcontractors as insured's under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

SECTION 1

1. INTRODUCTION / BACKGROUND

1.1 The Project

The City of Brentwood is looking to purchase a fully-integrated turnkey system for the City's Police Department that includes a Computer Aided Dispatch System, Records Management System, Report Writing, Mobile Field Reporting, Training Management System, Property Module, and connectivity to local, county, and state agency systems, and additional modules listed. The vendor selected will be responsible for the implementation of all selected components, project management, training, data migration, and providing a complete installation that meets the performance requirements as stated in the final contract.

Background Check

Vendor staff will have access to confidential and sensitive data files shall and will be subject to a Department of Justice and Criminal History background check. Failure to pass the background check shall exclude any employees of the vendor from access to confidential and sensitive files. All employees of vendor who will participate at the level described above in the project will be required to provide a valid issued driver's license or equivalent photo identification before they will be permitted to begin work on the project.

1.2 Department Background

The City of Brentwood, California is located approximately fifty miles east of San Francisco. The Brentwood Police facility houses the future communications center which provides public safety dispatching services for the Brentwood Police Department (BPD). Brentwood has a population of 55,000 within 14.81 square miles. In order to continue to provide the highest level of public safety service to its citizens, the City has embarked on an initiative to replace its Computer Aided Dispatch and Records Management Systems.

The department employs 66 sworn police officers and 21 professional staff to handle citizen and officer-initiated calls, activities, and incidents. The department is currently contracting for dispatch services with the Antioch Police Department but has started the project to build its own communications center to be staffed by two dispatch supervisors and ten dispatchers. Minimum staffing levels are projected to be two dispatchers 24/7/365. The future dispatchers will perform police radio requests for CLETS/NCIC (California Law Enforcement Telecommunications System/National Crime Information Center).

In addition, dispatchers will monitor radio traffic, answer 9-1-1 emergency and non-emergency calls and handle all police department administrative calls after hours (act as PD telephone operators). Records personnel are trained in call taker techniques and may enter calls for service from their desks in the records bureau. A kiosk is located in the police facility lobby. The kiosk is equipped with a PC to allow for over-the-counter entry of calls for service and access to CAD.

The current CAD/RMS Systems (Data911) were installed in 1988 and there have been several upgrades to the system along with the hardware environment.

Due to the listed concerns with the existing system, staff began to research and attempt to locate CAD/RMS Systems that better fit the Police Department's needs. Beginning in 2014, staff began the process of interviewing various CAD/RMS vendors. Staff searched for well established companies who conducted business within California, served primarily smaller agencies, had a good reputation of service and support, and was capable of meeting our limited budget. Staff attended numerous software demonstrations and conducted site visits at police departments where they could view and test the products in the field, as well as speak with staff about the positives, negatives, and limitations of the various solutions. It was discovered that over the past few years, many CAD/RMS solutions have evolved to highly end-user configurable and user friendly solutions that are far more effective and efficient than our existing system in every area, from Dispatch to Records to the end users in the field.

The City of Brentwood has decided to move forward with a plan to replace the department's existing CAD, RMS, Mobile Computing, and Property Systems due to inadequacies with the current system and its inability to meet the department's needs.

1.3 Current Systems Environment

The Brentwood Police Department currently utilizes the Data911 Computer Aided Dispatch (CAD), and Data911 Record Management System (RMS), FileMaker for property and evidence, and Data911 Mobile Computing and Mapping Systems. The following systems are used by the Brentwood Police Department. Several of these may require various levels of direct system integration with the new proposed system. Please detail your company's experience with integrating these systems as applicable:

Administration – Training Management System (TMS)

Dispatch 9-1-1 – to be determined

Dispatch Radio Recorder – to be determined

Dispatch Door Controllers and Intercom – CCURE 9000

Dispatch – Contra Costa County Message Switch – AWS & CRIMS Dispatch – DOJ SmartJustice API query integration

Dispatch – ESRI ArcGIS Geofile address validation

Dispatch – other systems to be determined

Records – Laserfiche imaging system

Records - Lexis/Nexis (CopLogic) – On-line Reporting

Records – Contra Costa County AWS & CRIMS Records – DOJ SmartJustice API query integration Records – ESRI ArcGIS report address validation

Property – Linear Systems, DIMS Property – DOJ eTrace

Property - Property Auction Service – Filemaker13

Investigations – VeriPic

Investigations – DOJ CSAR

Investigations – Vigilant Solutions ALPR

Data Sharing – Contra Costa County CRIMS Data Sharing – Contra Costa ARIES

Patrol – Lexis/Nexis (CopLogic) LEAP Patrol – TRAK flyer

Patrol – MDC integration with VeriPic

Traffic – Total Station

Traffic – Clancy AutoCite

Traffic – Contra Costa County Citation interface

SECTION 2

2. PURPOSE AND OBJECTIVES

The Brentwood Police Department (hereinafter referred to as “the department”) is requesting proposals for a fully-integrated comprehensive public safety software including Computer Aided Dispatch, Records Management, Mobile Computing System, and all related modules. Information and requirements for submitting a proposal are included in this Request for Proposal (RFP).

The department desires to acquire this fully-integrated comprehensive software to satisfy all the computing needs of the department from a single vendor. While this is not an absolute requirement, single-vendor solutions will be given greater weight.

Additionally, the department would like to operate in a nearly paperless environment in which any form or piece of information can be easily printed when necessary, but in which paper filing is not the norm.

The components of the software to meet this need ideally will include all of the following modules/functionalities. Vendors who have a majority of these functionalities should respond to this RFP. Some of these functionalities are more important to the department and will be given greater weight during the evaluation.

2.1 The citizen contacts the police department via multiple methods to report a crime. Voice call via business lines, 9-1-1, Text to 9-1-1, or TTY/TDD. Resources are allocated to assist the citizen. A record is kept of the transaction. Necessary reports are taken at the location, transmitted via an electronic system that allows all designated user's access.

- Reporting information is easily accessible in a user-friendly system.
- Employees can access information without making multiple inquiries.
- Citizens have easy access to information to answer their questions (e.g., crime stats, daily bulletin).
- Interface should be intuitive to anyone using it.
- Forms are available on-line electronically. Manual forms should be minimized.
- Citizens can fill out specific forms on-line.
- Technology is secure, efficient, works, and is easily supported.

2.2 Reporting system is simple and easy to use for all staff. Reporting information is easily accessible in a user-friendly system.

- Intuitive to all staff that use it.
- Features should be easy to access/use by all staff levels.
- Staff productivity is increased.
- Requires minimal amount of training and skills maintained by all users not just 'power users.'
- End users are able to utilize the system and investigate its features to its fullest capabilities.
- Officers are able to quickly complete on-line reports.
- Minimal steps are necessary to enter a call for service.
- On-line forms allow officer / staff to complete / print / save electronically.
- Manual forms are minimized.
- Staff can search and create ad-hoc reports in a user-friendly system. Search facilities should be easy to use for all levels of users.
- Information is accessed quickly.
- System should be easy to administer – at all levels.

2.3 Reporting information is entered once and takes a reasonable amount of time to enter.

- Entering information should only take minutes.
- Information is entered once – and replicated to the necessary forms or reports.
- Property information is entered once and it populates all necessary fields.
- Information is shareable electronically without entering repeatedly (auto-populate data fields).
- Decrease amount of time spent writing reports.

2.4 Reporting Information is accurate

- Penal codes and UCR codes are reconciled automatically.
- All users are trained to effectively use the technology.
- Crimes are entered into the computer the correct way – the first time.
- Data entered can easily be updated.
- The technology is easy to enter information into.
- Warnings / flags in the system are clear and assist the users.
- Morale of users is increased in using the reporting system.
- Report of Record should be retrievable via the system after electronic approval.
- Trust and confidence that what is in the system is accurate.

2.5 Staff can easily find/process any type of reports.

- All the information related to a case is available in a single location.
- Officer can electronically route to supervisor for review. Supervisors can electronically transfer back to officers for corrections.
- Supervisors are able to easily approve and route reports electronically.
- Appropriate staff receives electronic copies rather than paper copies of reports.
- Specific report formats options are available based on type of incident (Crime, Informational, Traffic, etc.).
- An official documentation (report of record) is available on-line for staff.
- Systems are in place to ensure that the process continues to be efficient and run at an optimal level.
- User-friendly tool for crime analysis to provide good direction of resources.
- Supervisors can approve reports in one-click.
- Supervisors can track officers' time spent on different activities.

2.6 Integration between System components is seamless to the user.

- All the information / elements / paperwork for a case are accessible via one location / interface.
- Staff is able to query information in the different repositories (CAD, RMS, Field Reporting, Modules such as traffic report, evidence, etc.) in one query.
- Records staff has access to reports immediately.
- Entering information does not require redundant entry.

2.7 The technology used is secure, efficient, can be easily supported and works (as promised). The technology requires minimal intervention. The technology enables (not hinders) the officer.

- Vendor is proactive to customer needs and adapts easily to changes in technology.
- Access to reliable and up-to-date technology.
- Support of the technology is easily assimilated in the staff's workload.
- Use of paper is minimized.
- Technology enables officers, not hinders them.

SECTION 3

3. SYSTEM REQUIREMENTS

This section delineates in detail the specific functions required of the system requested. It does not describe how a proposed system is to implement these functions as each vendor's system will be unique in that respect.

Vendors shall also list all exceptions to the functions specified in this section. Failure to do so may be cause for disqualification or the City may direct the vendor, if selected, to implement the missing features at no cost to the City.

All PROPOSERS must place the appropriate letter as indicated below in the in the RESPONSE column of the tables 3.1 thru 3.10.

I = Included. Requirement is met by vendor's base product.

M = Modification required. Base product has this feature or function, but some modification will be required to meet the specific requirement. Explain any modifications required in Section 7.2 of your proposal and note the reference number in the Reference column in the table. Cost, if any, must be itemized in the Pricing Section.

C = Custom enhancement. The vendor's base product does not contain this function or feature but it will be added to meet the requirement. Cost, if any, must be itemized in the Pricing Section.

N = Not provided nor proposed.

If any requirement is NOT included in your proposal, use one of the following criteria to respond:

1. If a requirement is not available within the proposed application, identify each item.
2. If the requirement is available in an application but not the application proposed, state that and identify that application. (If this alternative application is not in proposal identify application and include the cost in Section 7.3).
3. If the requirement is currently not available but will be in your next planned release, please state that and the date the next release will be available.
4. If the requirement exists in another application included in the proposal, state where and what the application is that contains it.

Use the Reference column for any other comments or explanation for requirements. The comments and explanations should be included as an attachment identified as an "Exceptions List".

3.1 General System Requirements

REQUIREMENT	RESPONSE	REFERENCE
The system proposed is Microsoft Windows based.		
The system runs on a Windows 2003 Server / XP or newer platform. Support for Windows and Windows 10.		
CAD and Records Management are one integrated system, not two systems interfaced to each other.		
System offers a browser based interface for public information that is easily managed.		
All proposed application software is from one vendor. Separately identify the software of other vendors if present.		
Required Migration of all existing CAD and RMS data.		
3.1.1 User Features		
The system recognizes and provides for simultaneous handling of multiple transactions.		
The system utilizes function keys for frequent used CAD transactions, e.g. incident initiation.		
The system automatically checks reference data files during data processing.		
The system utilizes well organized, easy to read screen formats. Day / Night mode available.		
On line help is available via keystroke or menu item.		
The system automatically validates entered data with automatic presentation of valid values when an invalid value is entered.		
3.1.2 Commands, Menus, Function Keys, and the Mouse		
The system utilizes not less than four (4) methods of initiating actions: command entry, menu selection, function key, and mouse selection to accommodate user preferences.		
The command entries consist of a command identifier and data parameters in conjunction with a function key (if necessary).		

Command entries are available for all commonly used dispatch functions where the number of data items to be entered makes this method of entry desirable (as opposed to displaying and filling in a form).		
Menu selections extend to one or more sub-menus, where appropriate.		
Menu selection is available for all functions that are performed by occasional, casual users of the system.		
Function keys are used to implement commonly used dispatch functions.		
Function keys are used for single key retrieval of blank incident forms.		
Most functions can be initiated using the mouse.		
Keyboard commands are available to duplicate mouse functions for CAD.		
3.1.3 Multiple Screen Functionality		
The system supports execution and maintenance of simultaneous events.		
Multiple simultaneously open application windows are supported. For example, a user can have incident, person, and vehicle records all displayed simultaneously.		
3.1.4 Interfaces		
Contra Costa County Message Switch (via AWS Interface to make CLETS queries from within CAD & RMS). Refer to Section 3.8.		
LaserFiche Imaging (transfers photos and associated Identifying information into RMS).		
Cogent AFIS (transfers AFIS ID number into RMS MNI record and sends Live Scan mandated fields back to AFIS; bi-directional).		
Contra Costa County ARIES interface or equivalent such as LINX or C.R.I.M.S. The ability to export persons, locations, vehicles, case, FI, and citation data to a data warehouse.		
Contra Costa County ARIES interface to support the ability to collect information from the RMS and populate it into the JMS pre-booking module.		
The system supports the ability to import data from field-data collectors such as handheld computers, smart phones, etc.		

System provides an interface capable of selectively sharing CAD and RMS data with other agencies either using the same product or a competitive product.		
System has the ability to produce an electronic file for submission to the California DOJ E-CARS system.		
System provides / supports an interface with CopLogic software.		
System provides / supports an interface with Auto Cite software.		
System provides / supports an interface with SmartJustice.		
3.1.5 Security Considerations		
All system users are required to sign onto the system before being given access to any system function.		
The sign on form includes fields for user ID and password. FBI CJIS compatible passwords.		
The password is not displayed when entered.		
After the password is verified, the system automatically attaches the user to a security group that determines what system functions he or she may access.		
Security granularity extends to individual control of access to view, modify, add and delete functions for each application screen.		
The passwords and security group assignments are changeable by authorized personnel only at the highest security level.		
The security groups are configurable.		
The System Manager is able to create and modify security groups, defining system access down to the function level.		
The System allows the tracking and audit of user logins.		
The system allows the tracking of users that access, view, print, search, edit, delete, or modify a record or report.		

3.1.6 Single Point Data Entry

Data entered into the system either directly or indirectly is propagated to all relevant databases.		
---	--	--

Data entered into the system either directly or indirectly is available to all relevant system functions.		
---	--	--

Once entered, there is no requirement for re-entry of data to satisfy the needs of a different sub-system.		
--	--	--

All modules of the system are completely integrated.		
--	--	--

3.1.7 Call Taker / Dispatcher Functionality

The system supports a call taker taking the call, filling in the incident form, and routing the call to the appropriate dispatcher.		
---	--	--

The system shall route the incident to the appropriate dispatch position.		
---	--	--

The dispatcher receives an audible and/or visual indication that a new incident has arrived for dispatch.		
---	--	--

The system shall be flexible enough to allow any position to be used for any system function, dispatching, call taking, and records.		
--	--	--

Changing a workstation's function shall not require reconfiguration of the system.		
--	--	--

3.2 CAD System Functions

Key to the Computer Aided Dispatch portion of the system is incident handling. Since this is a particularly critical function, it is important that its implementation be as complete and easy to use as possible.

REQUIREMENT	RESPONSE	REFERENCE
3.2.1 Incident Entry		
Two incident formats shall be provided for the entry of incident information, one for calls for service from the public, and the other suitable for officer initiated activity.		
The call for service screen shall allow entry of the following information:		
➤ Incident location to include full address, apartment number, suite number, and city with GIS address validation.		
➤ Incident type		
➤ Response priority		

➤ Caller name, address, telephone number		
➤ Incident details		
➤ Vehicle information (license plate, make, model, year, color)		
➤ The incident location and city information shall be validated against a geographical database immediately after entry		
➤ The incident type shall be validated when entered		
➤ Validation shall take one second or less		
➤ The response priority shall be a function of the incident type but enterable by the call taker as well		
The incident details shall allow at least 150 characters of text to be entered at one time.		
Vehicle information shall be recorded as data items, not just text.		
The officer form shall be designed to facilitate entry of traffic stops.		
The officer form shall allow the easy entry of unit, location, and vehicle license information.		
The officer form shall support other officer initiated incidents and shall not be limited to traffic stops.		
Upon entry of a vehicle license plate, the CAD System shall immediately search its database and retrieve make, model, year, and color information directly into the form.		
Upon entry of a vehicle license plate, the CAD System shall immediately display a history of recent contacts with the vehicle.		
Upon entry of a vehicle license plate, the CAD System shall look up the person associated with the vehicle and display pertinent information about the person including but not limited to recent contact history, officer safety notations, and arrest, warrants, and suspect information.		
After initial entry of information, the system shall verify the incident location against a geographical database (ESRI ArcGIS GEO file).		
The geographical database shall be capable of verifying locations entered as street addresses, street names, hundred blocks, place names, and intersections without relying on exact matching of entered location.		

The geographical database shall be capable of attaching documents to a verified location.		
Partial street place names and soundex-type matching shall be supported.		
Multiple matches of the entered location shall result in a matches list from which the user can select the correct location.		
The GEO file shall return the nearest cross street and the standard spelling of the location to facilitate historical retrieval.		
The system shall automatically search its database for previous incident history and shall retrieve and display summaries of the five most recent incidents at the location.		
The system shall automatically search its databases for reporting party information and shall retrieve and display summaries of the five most recent contacts with the reporting party.		
The system shall automatically search its databases for premise information unique to the location and shall, when available, display a button or icon the user can select to display the information. This record may contain hazardous material information, the names of emergency contacts (for businesses) or special handling information for residents who may be handicapped or elderly.		
The system shall search its databases for vehicle history and shall retrieve and display (for traffic stops) summaries of the most recent five contacts with a vehicle whenever one is entered as part of an incident.		
The system shall automatically search its databases for street information and shall retrieve any available information about the street location from the geographical databases.		
The most important available information shall be automatically displayed for dispatchers with indicators to alert the dispatcher to the availability of other pieces of information.		
The dispatcher shall be able to display the retrieved information via a short key sequence, a function key, or mouse.		

The system shall interface with an E9-1-1 controller to automatically receive caller location and telephone number information when an E9-1-1 call is received. Outline capabilities for Text to 9-1-1.		
Receipt of the E9-1-1 information shall cause the CAD system to automatically present the information in an incident entry form at the answering call taker position.		
The system shall automatically check for and display a list of previous incidents at the E9-1-1 supplied location.		
E9-1-1 Phase II caller location is supported with the caller's location or probability circle automatically drawn on the CAD map for the call taker.		
When the user commits the transaction, the system shall assign a system generated incident number to the incident and record the date, time and dispatcher handling the call.		
3.2.2 Incident Handling		
The dispatcher shall be able to update the existing incident information once the incident has been created.		
The dispatcher shall be able to add an unlimited number of additional comments once the incident has been created.		
Each additional comment added to an incident record shall be time and date stamped.		
The dispatcher shall be able to assign an unlimited number of additional units to an incident.		
The dispatcher shall be able to record all status changes from assigned units once the incident has been created.		
The dispatcher shall be able to clear units and close the incident once the incident has been created.		
The incident history shall always be shown as part of the incident detail display.		
The incident display must include all times for the incident: call received, entered, dispatched, enroute, onscene, closed.		

The incident display must include all times for each unit assigned to the incident: dispatched, enroute, onscene, clear, dispatched-to-onscene, onscene-to-clear, dispatched- to-clear.		
Multiple incidents can be simultaneously displayed and updated.		
There must be a way to enter and schedule incidents to appear at a later date and time, either once or periodically. Such incidents should automatically appear in the incident queue at the specified time. It should also be possible to pre-assign a specific unit to the incident when it is scheduled.		
The system shall include the ability to attach photos to an incident.		
3.2.3 Unit Recommendation and Dispatch		
The system shall be able to recommend units to respond to police incident.		
Response algorithms shall be based on incident location, incident type, and unit availability.		
For police responses, the recommendation shall show the beat unit, if available or an unavailable unit from an adjoining beat if the beat unit is not available.		
The dispatcher shall be able to accept the recommended dispatch with a single key or edit the recommendation as needed.		
For officer initiated incidents, the unit will be the unit calling; the unit will be entered on the initial incident form and dispatch shall be automatic.		
3.2.4 Unit Handling Functions		
The system must have the "Free a Unit" command to return a unit to a clear status but not close the incident the unit has been assigned to.		
The system must have the command "Reassign a Unit" to reassign a unit from one incident to another, returning the first incident to a pending status rather than closing it if there are no other units assigned to the first incident.		
The system must have the command "Exchange Units" to dispatch a unit to an incident while simultaneously clearing a unit it is replacing.		

The system shall have an easily entered "pursuit mode" to facilitate entry of continuous narration of vehicle and foot pursuits. In pursuit mode, each time the dispatcher presses ENTER the current entry shall be recorded with a time stamp and a new entry line presented.		
The dispatcher must be able to hold one or more pending incidents for a particular unit with an indication in the incident status display.		
3.2.5 Rotation Towing		
The system shall be capable of recommending a vehicle tow company upon request.		
The tow company recommended shall be the next company on a rotating list.		
The frequency of rotation shall be configurable, i.e., each call, daily, weekly, etc.		
The system shall be capable of allowing the manual selection of "next up" on the tow list.		
The selected tow company shall be recorded in the incident record.		

3.3 Police Records Management Functions

REQUIREMENT	RESPONSE	REFERENCE
3.3.1 Master Name File		
The Master Name file maintains the database of persons encountered by the agency.		
Master Name information is entered as part of other data entry, i.e., incident, officer reports, citations, but can also be entered directly into the database.		
The system matches new information to the Master Name file with existing persons in the database when appropriate.		
The Master Name file has two parts for each person: personal information (name, address, height, weight, etc.) and the history of contacts with the person.		
When a Master Name record is displayed, both parts of the record are displayed.		

The personal information may be a subset of the total if all the information cannot be accommodated on the screen, but the rest shall be retrievable via a single key stroke or mouse click.		
The history display shall always initially display the most recent encounters with the person.		
The Master Name function shall include the ability to page through the Master Name file.		
The Master Name function shall include the ability to page through the Master Name history for a given person.		
The Master Name function shall include the ability to add, update, or delete a Master Name record.		
The Master Name function shall include the ability to add, update, or delete a history entry.		
The Master Name function shall include the ability to print a Master Name record.		
The process used to look up a person in the Master Name file must be flexible enough to aid in locating the person when only a partial name or misspelled name is available, to include use of wild card searches.		
The logic of the Master Name look-up shall include: searching on the name as entered.		
Matching on any aliases used by the person.		
Searching on the last name only.		
Searching for sound-a-likes of the entered name.		
The system shall include the ability to attach photos to Master Name File.		
When multiple matches are found the user shall be given the opportunity to page back and forth through the list of matching names, looking at individual records as desired.		
3.3.2 Police Reports		
The system shall support direct entry of police reports from information collected in the field by officers.		
The system shall provide a method for capturing DUI interviews and field sobriety test results, detailed information about incidents of Domestic Violence, comprehensive Traffic report module.		
The system shall maintain a reports log.		
The reports log shall be easily viewed and browsed.		

The reports log shall contain the police report number, date, offense, officer, and status, at a minimum.		
A command shall be provided to permit easy generation of a police report number.		
Pertinent incident information shall be automatically transferred to the police report record from a CAD incident record when it is created.		
Police reports shall include a cover sheet - who, what, where, when.		
Police reports shall contain information about an unlimited number of persons' involved - personal information, connection to incident, and information specific to their connection (for victims, suspects, etc.).		
Information from police reports shall be automatically propagated to the Master Name File.		
The police reports shall contain vehicles involved information. Detailed vehicle information shall be recorded and propagated to the associated vehicle file.		
The police reports shall contain method of entry and other specific information required for the UCR/NIBRS reports.		
The police reports shall contain narrative and unlimited subsequent supplements.		
Integral spell checking for narratives and supplements shall be provided.		
The system shall allow the user to "cut and paste" text from a word processing program to a narrative/supplement.		
The police reports shall contain officer/reviewer signoff and report routing.		
The report screen shall include the ability to add an unlimited number of photos and other images to the report.		
The report screen shall include access to a log of all state queries associated with the report & the associated returns.		
It shall be possible to associate an unlimited number of other files with the report (PDF, spreadsheets, etc.)		
A notes section (besides that associated with the case investigation) shall be included.		
Explicit tracking of assaults on officers must be included for each case.		

An approval log must be available to list all reports not yet approved by a supervisor.		
A method must be provided for supervisors to approve cases that includes; electronic routing of reports from supervisor to officer and back, from supervisor to records, from records to officer and back.		
The approval process must allow supervisors and records clerks to attach lists of problems with reports to the report for the officer to correct.		
The officer must be able to individually check off problems as corrected and the supervisor must be able to individually check-off corrected items as verified.		
Once approved, a case must be "locked," i.e., not subject to change (except for supplementary narratives) except by personnel with sufficient security level.		
Police Reports can be sealed – locking access to authorized personnel through RMS.		
The system allows the sealing of one subject / suspect on a report that has multiple subjects / suspects listed.		
Police Reports can be expunged through RMS.		
A Court Discovery Packet can be printed from RMS with a watermark.		
The system allows a 2 step verification process.		
3.3.3 Case Investigation Management		
The system shall provide a case investigation log by detective, officer, or all cases under investigation with features similar to the officer log report.		
The system shall provide a case investigation status detail display.		
The system shall provide appropriate status and progress reports.		
Information kept for each case in the investigation file shall include detective, date assigned; follow up date, victims, suspects, investigation, court dispositions and date closed.		

3.3.4 Citations

The system shall provide means to track traffic, parking, and written courtesy citations and associate persons and vehicles with them.

An on screen citation log must be available that shows all recent citations with an option to just show those for a particular officer.

The system shall include the ability to attach photos to citations.

3.3.5 Vehicles

The system shall maintain a database of vehicles.

The vehicles database shall be built by entries generated by incidents, police reports, and citations, but can also be entered directly into vehicle database.

Vehicle lookup shall be possible by entering a vehicle license plate, make and model or descriptors.

The system must allow examination and selection from a list of matches.

A vehicle display shall include information about the vehicle (make, model, color, etc.) plus a history of contacts with the vehicle to include associated persons.

The most recent history entries must be displayed.

The system shall include the ability to attach photos to a vehicle record.

Vehicle functions shall include updating and deleting vehicle information.

Vehicle functions shall include adding and deleting history entries.

3.3.6 Property & Evidence

The system shall include a property subsystem that will enable the department to keep track of all property associated with cases and incidents.

The property subsystem shall enable the department to keep track of property that is in its property room and on the digital evidence server.

The system shall include a property log that shall record each property transaction, including property checked in and out of the property room.

The property subsystem shall enable the department to audit property that is in its property room and on the digital evidence server on a daily, weekly, monthly and annual basis. The system shall enable periodic checks of the property room and associated areas.

The system shall allow the user to access property records via a serial number, brand, model, description, or item name (i.e., VCR, radio, etc.).		
Multiple matches of property shall generate a selection list.		
The property system shall include the capabilities to add, delete, and modify property.		
The property system shall allow the user to page through the property records.		
The ability to track chain of custody and print a report from the property system.		
Property system provides the ability to generate a report that identifies when property can be purged by property type.		
Property system provides the ability to export data to a spreadsheet using the following; property type, date, or disposition.		
3.3.7 Vehicle Maintenance		
The system shall provide a vehicle maintenance subsystem to assist in tracking the maintenance and other history of the vehicle fleet.		
The vehicle maintenance subsystem shall keep track of "service due" dates.		
The vehicle maintenance subsystem shall keep track of vehicle physical status.		
When recorded during the "officer on duty" sequence, the system shall provide the ability to enter officer identification and vehicle mileage into the vehicle history.		
3.3.8 Field Interviews		
The system shall include the facility to enter field contact information into the database as a "Field Interview" with the person information automatically recorded in the Master Name file.		
The system shall include the ability to attach photos to Field Interview.		
3.3.9 Training Management System		
The system interfaces with P.O.S.T.		
The system tracks and records P.O.S.T. and non P.O.S.T. courses for police officers, dispatchers, and professional staff.		
The system has a P.O.S.T. audit/compliance function.		

3.3.10 Other Records Managements Files

Proposed software includes databases for the following:

➤ Sex Offenders

➤ Narcotics Offenders

➤ Known Offenders

➤ Arsonists

➤ Parolees

➤ Probationers

➤ Gangs / gang members

➤ Civil

➤ Subpoenas for agency personnel

➤ Subpoenas for citizens

➤ Protection Orders

➤ Be on the lookout (BOLO)

➤ Missing Persons

➤ Document Release Log

➤ Stolen Vehicle Log

➤ Arrest Log

➤ Accident Log

➤ Warrants

➤ Search Warrants

➤ Pawn

3.4 Other Required Functions

REQUIREMENT	RESPONSE	REFERENCE
3.4.1 Instant Access to Detailed Records		
The system shall support display of detail records (related to the current display). For example, when a master name record is displayed, the person's history will include references to incidents, officer reports, FIs, citations, etc. The user shall be able to quickly and easily (mouse selection preferred) display the detail record for any of these associated records without leaving the current display.		
The display of the detail records shall be shown as an overlay to the current display.		
No updating of the information in the overlay shall be permitted.		
Items on the overlay shall also be available for display in a subsequent overlay.		

3.4.2 Ready Reference

The ready reference file shall provide an electronic means to store various pieces of reference information including telephone lists, training bulletins, house watch list, and department procedures and directives.

The ready reference file shall provide an easy means to enter, organize, and retrieve this reference information.

Retrieval of ready reference information shall be allowed from a ready reference index display or directly via a brief identifier associated with each entry.

Entries in the ready reference file shall consist of text information.

There shall be no limit on the length of each entry.

3.4.3 Search Capabilities

The system shall provide database search capabilities that will allow the user to freely specify search criteria and search any database in the system.

A list of matching entries shall be created that shall be able to be reviewed on screen or printed.

The search capability shall not rely on any knowledge of databases or database structures. Describe how this is accomplished in a separate attachment to your proposal.

3.4.4 Database Maintenance Functions

A means shall be provided to update, add to, and otherwise maintain most system databases, even those that are not maintained in the normal course of everyday operation of the system.

3.4.5 Help Screens

On line help shall be available to aid the user in the operation of the system.

Displaying a help screen should only require pressing a dedicated help function key or by some equally short, direct method.

The help system shall conform to all Windows standards for on line help documents.

3.4.6 Reports		
The system shall provide the following reports:		
➤ Uniform Crime Reports (UCR) DOJ eCARS		
➤ Single Incident Report		
➤ Shift Bulletin		
➤ 24 Hour Incident Summary		
➤ Incident Summary by arbitrary date period		
➤ Incident Response Times by time of day and day of week and Incident Priority		
➤ Officer Activity Reports		
➤ Monthly Patrol Statistics		
➤ Unverified Locations		
➤ Crime Summary by Offense		
➤ Collision Reports – CHP 555 and related		
➤ Case Investigation Summary		
➤ Case Investigation Activity by Officer		
➤ Officer Log		
➤ False Alarms		
➤ Citations by Violation, by Officer, Location, Date, etc.		
➤ Vehicle Log by Officer		
➤ Vehicle Usage Log		
➤ Vehicle Mileage Summary		
➤ Communications Center Call Handling Times		
Reports must be viewable on screen before they are printed.		
3.4.7 System Configuration		
The supplied system shall be customizable, without additional programming, as much as possible to the method of operation of the City. Examples of things that shall be customizable are unit status codes and incident dispositions, but should include all data items where the user picks from a list of acceptable values.		
Such customization shall be accomplished without reprogramming. Describe to what extent and how this is accomplished with the proposed system in Section 8 of your proposal.		
The system shall support the ability to capture digital signatures for various forms (e.g., property release).		

3.5 Mobile Computer Software

REQUIREMENT	RESPONSE	REFERENCE
Secure digital communications between vehicles and between vehicle and dispatcher for message exchange.		
Communications shall meet DOJ's data encryption requirements.		
Provide built in Advanced Authentication.		
Consideration for support of touch screen computers (i.e., oversized buttons for frequently used transactions).		
Automatic transmission of relevant incident information to a unit when it is dispatched.		
Ability to make inquiries to state and national information databases.		
One-button digital unit status reporting/updating.		
Mobile access to CAD and records information including:		
➤ Incident information		
➤ Current active incident summary		
➤ Current unit status summary		
➤ Obtaining officer report numbers		
➤ Officer report log review		
➤ Local vehicle information		
➤ Local person information		
➤ Incident history of local addresses		
➤ Mug shots from Contra Costa County CMS system		
Field entry of officer reports with immediate transmission of the reports back to the central computer.		
Filed report information shall be immediately available to all system users.		

3.6 Mapping

REQUIREMENT	RESPONSE	REFERENCE
The system provides a mapping system.		
The systems are compatible with ESRI mapping technologies.		
Provides a separate, sizable window for map display.		
Map is completely integrated into CAD.		
Map is integrated into Records Management.		
The map automatically locates and zooms a call for service on the map when the location is verified.		
E9-1-1 calls are immediately located without dispatcher Interaction.		
E9-1-1 Phase II calls from cell phones automatically zoom to the location on the map or draw a probability circle on the map depending upon the information available.		
The map can be configured to show various layers depending upon the zoom level.		
Layers can be manually activated at any zoom level.		
The map displays the locations of active incidents.		
The map displays the locations of all signed on units equipped with GPS.		
A general purpose pin mapping facility is included to quickly create pin maps from the results of data searches of CAD incidents and the officer reports databases.		
A map of sex offender addresses can be generated.		
Map activity with respect to AVL is recorded and can be played back (pursuit replays).		
Maps can be printed.		
Mapping is available on mobile computers.		
Mapping allows Geo-Fencing.		
Mapping allows Geo-Fencing notification module when a patrol car enters a specific area.		

3.7 Automatic Vehicle Location (AVL)

REQUIREMENT	RESPONSE	REFERENCE
The system allows the tracking of all units through GPS.		
The system allows the tracking of vehicles that enter a certain area (i.e. frequency, route, speeds).		
The system allows the generation of a pursuit report tracking a vehicles locations, speed, etc.		

3.8 State / NCIC Interface

REQUIREMENT	RESPONSE	REFERENCE
Must provide a link to the state for state/NCIC queries. County, State, Regional and Federal Systems.		
State/NCIC interface must work through Contra Costa County Message Switch (via AWS) product.		
Supports searches for County warrants through Contra Costa County Message Switch (via AWS) product interface.		
Supports menu based entry of common queries from all authorized users.		
Allows command line entry of person and vehicle queries.		
From the person display allows running that person with a dedicated button.		
From the vehicle display allows running that vehicle with a dedicated button.		
The person display includes quick access to a log of all the times the person has been run.		
The vehicle display includes quick access to a log of all the times the vehicle has been run.		
A state queries log is available that list state queries.		
A separate log of all criminal history queries is available that meets all state requirements.		
Responses to queries must be displayed automatically if the user is not otherwise occupied.		
When multiple response messages are received the dispatcher must be able to easily page through them.		

The incident history that is part of the display of an individual incident must include all the queries that have been run for that incident and the requesting officer.		
The dispatcher must be able to display the response to a displayed query by a direct method such as double clicking.		
Responses can be printed.		
The printout includes the text of the associated query and the ID of the unit that ran it.		

3.9 Bar Coding

REQUIREMENT	RESPONSE	REFERENCE
Bar Coding software must be completely integrated into the Records Management system. If proprietary bar coding equipment is required, then include its price on the pricing page.		
Uses a wireless terminal with wand or Apple iPad		
Allows assigning property to property room “bins” with the wand with the assignment automatically transmitted and entered into the property database.		
Supports checking property in and out.		
Supports creating a list of common reasons for checking out property that can be entered from the bar coding terminal.		
Prints bar code labels singly or in bulk for a case.		
Supports printing on commonly available labels.		
Can print blank labels (with respect to property description).		
Allows inventory reconciliation.		

3.10 Text SMS Notification

REQUIREMENT	RESPONSE	REFERENCE
Automatic SMS text based on incident type is supported.		
Manual SMS message is supported.		
Individuals can receive text messages.		
Groups can be defined and paged as a group.		
Automatic SMS messages include incident information already entered by the call taker.		
The software includes all screens necessary to maintain SMS text information for users, groups, and to define paging required for particular types of incidents.		

SECTION 4

4. COMPUTER HARDWARE

It is the intent of the City to upgrade its current computer system and network as necessary to support the chosen software. The expected cost of any such upgrades, additions, or replacement desire will be weighed in the evaluation of the vendor's proposal.

As part of this project the Brentwood Police Department intends to purchase new server and storage hardware, VMware and/or Microsoft HyperV, and Microsoft software licenses to meet the technical requirements of the proposed vendor system.

*** Please clearly note if the proposed solution is not supported to operate in a live, production virtual (VMware and/or Microsoft HyperV) environment

If a vendor desires to quote a hardware purchase option as part of this proposal, a detailed list of hardware components, operating and database systems, and their associated costs must be included as a separate addendum. The Department may choose to provide the necessary server hardware, storage hardware, Microsoft licensing, and VMware and/or Microsoft HyperV licensing.

The Department has a depth of experience with HP servers and workstations, Microsoft server and desktop operating systems and Microsoft SQL Server.

The Department has recently transitioned from M6 to M7 Data911 MDC's paired with Sierra Wireless GX440 Verizon LTE/GPS modems.

As part of this RFP response, outline the system requirements for a production system, a training system, and a disaster recovery/failover system to include:

- Server specifications and recommended number of VMware and/or Microsoft HyperV host machines
- Specifications and number of virtual servers to run on the host machines
- Operating system requirements for VMware and/or Microsoft HyperV, Server OS, and database
- Storage requirements to maintain 30 years of on-online data
- Software and hardware for system failover/fault tolerance, disaster recovery.

As part of this RFP response, outline the workstation and peripheral requirements for:

- Dispatch Workstation
- Records Workstation
- Report Writing Workstation
- Property Room Workstation
- Administration and Support Staff Workstation
- Patrol Car MDC
- Motorcycle MDC
- Handheld, mobile tablet
- Handheld, mobile smart phone

The proposed system is to be configured for a minimum of 65 users, which includes:

- 27 vehicles (with mobile computer software),
- 6 Call Taker / Dispatch / Supervisor positions,
- 8 Record positions,
- 4 Administrative positions, and
- 4 mobile command post Call Taker / Dispatch positions.

The vendor shall also describe the expansion capabilities of the proposed system.

SECTION 5

5. INSTALLATION AND TRAINING

The vendor shall name in the proposal a project manager with resume to be assigned as a single point of contact to the City to coordinate and direct the vendor's activities and communications between the City and the vendor.

The project shall begin immediately upon contract signing. The vendor shall include a preliminary project schedule with this proposal. After contract signing, the successful vendor shall confer with the City's representative and submit a final project schedule within seven days.

Conversion of the existing data is considered key to launching the new system. The vendor shall begin preparation of the conversion programs or scripts as soon as the City provides a sample of the data to be converted. The City shall be provided with converted data for testing as soon as possible so that verification of the converted data can begin. Steps regarding data conversion shall be included in the project schedule.

The vendor shall establish a test database 60 days prior to training sessions to allow dispatchers and records personnel to familiarize themselves with the software. The vendor shall install all software and test it to assure proper running order. The vendor shall then conduct formal training sessions to familiarize all department personnel in operation of the system. The vendor shall describe the training program proposed, the number of days of training included, and the number of training days proposed for each class of user: dispatchers, records personnel, officers, administrators, and system support personnel.

At the conclusion of system installation and training, the vendor shall demonstrate to the City's satisfaction that the systems proposed functions are operational. The system will then be accepted under the conditions to be enumerated in the contract.

The City accepts all responsibility for initial data entry beyond inclusion of the converted data. The vendor's system shall provide all functions and screen formats necessary to perform data entry and the successful vendor will be responsible for guiding the City through this process.

SECTION 6

6. SUPPORT SERVICES

The proposed system shall include first year support, maintenance, and updates of the software to begin upon system acceptance. This cost is separately delineated on the pricing sheet.

The vendor shall describe in detail in the proposal (or include a sample support contract) the software support to be provided. This shall include how software problems will be resolved and terms of the warranty. Support shall be available seven days per week, 24 hours per day. The vendor shall provide an 800 number for support.

As part of software support, the vendor's support personnel shall have the capability to connect to the proposed system to investigate problems. If special software or hardware is required on the CAD/RMS system to support this capability it shall be included in the system price as a separate line item.

The vendor shall describe its software update or upgrade policy and provide a definition of "update" or "upgrade." Specifically:

1. How frequently and under what circumstances is updated software provided?
2. How will the City be notified of available updates?
3. What is involved in implementing an update?
4. What is included in an upgrade or update?
5. Will the City incur any costs to the vendor to implement updates?
6. Does the vendor ever charge for updates or new versions of products licensed to the City? If so, under what circumstances?
7. How frequently does the vendor release new, enhanced versions of the software? About how many enhancements would be expected with these new versions?
8. With new versions, what is the vendor's approach to migration from earlier versions?

SECTION 7

7. PRICING FORMS

7.1 Base System

The vendor shall use the following chart to present their pricing proposal:

ITEM	PRICE
Computer Aided Dispatch Software	
Records Management Software	
Mobile Computer Software	
E9-1-1 Link Software	
Digital Imaging Software	
State Interface Software	
CAD and Records Mapping Software	
Mobile Mapping Software	
Property Bar Coding Software	
Paging/Text Software	
Officer Field Reporting Software	
Mugshot/Digital Imaging Software	
CopLink Interface Software	
CopLogic Interface Software	
CrimeReport.com Interface or similar Public Access Software	
Auto Citation Interface Software	
Bar Coding Equipment	
Data Conversion	
Vendor Specific Equipment (if any)	
Software Customization (from table below)	
Database Software	
Additional Items or Costs Required by Vendor's Solution	
System Installation	
Mug Shot and Digital Imaging Software	
AFIS Link Software	
Text Paging Software	
Alarm Panel Link Software	
ARIES Interface	
Training Management System	
Project Management	
First Year Software Maintenance, Support, and Updates	
TOTAL	

Note: Sales tax is not to be included in the pricing; however, the City is not exempt.
An 8.5% sales tax will be added at the time of purchase.

7.2 Customization and Modification Costs

Detail all costs associated with software customizations and modifications required to meet the system requirements.

ITEM	PRICE

7.3 Additional Proposal Items

The following form shall be used to price additional optional items requested by the City as well as additional items or proprietary hardware the vendor may care to propose:

ITEM	PRICE

Also state any additional support cost that will be incurred with these items.

7.4 Additional Costs

Will the vendor commit to keeping the annual support cost the same for the first five years (the year quoted above plus four more)? If not, what price guarantee is the vendor willing to offer for the cost of future support years?

If the vendor's software is sold per user or position, what will be the additional cost for adding future users and/or positions to the system? What is the procedure for doing so? What price guarantee is the vendor willing to offer for the cost of future years?

SECTION 8

8. RESPONSE FORMAT

8.1 Cover Letter

Include the name, address and telephone number of your company.

8.2 Company Overview

- a. If appropriate, the names, business address, and telephone number of your company's officers, directors, and associates and the names and addresses of any parent or subsidiary of your company. Your information should describe the nature of the work and the line of authority of these individuals and/or companies as they relate to this project.
- b. A brief outline explaining the company's business and financial stability and how it will be able to serve the needs of the City on a long-term basis.
- c. Names and qualifications of outside consultants and associates that will be employed to assist on this project.

8.3 Relevant Experience

- a. Details of prior California projects and how they compare to the services requested in the Scope of Services.
- b. Details of vendor's role on the project including notations of any proposed staff that will be involved.
- c. Details of the operating systems, platforms, and software that the vendor has previously supported.
- d. Details of prior experience where vendor has supported other City/County or municipal agencies.
- e. Complete list of all agencies using the vendors Public Safety Software. As it pertains to existing California agencies, please provide at least one contact name, title, and phone number or email address for each agency.

8.4 Staff Experience

- a. Employee/Contractor's name and proposed role. (Please note: changes in the key staff assigned by the vendor to the City must be approved in advance by the City.)
- b. Employee/Contractor's experience in performing services equivalent to those included in the Scope of Services.

8.5 Project Approach

- a. The approach that the vendor will take to complete the project objectives.
- b. Assumptions, requirements, risks, and expectations used to develop the proposal.
- c. An explanation of the problem reporting and resolution process that describes the vendor's support plan, including tiers, reach-back capability, service levels, and the person authorized to close problem reports.
- d. Describe the proposed training program and the approach or philosophy the Contractor will utilize (if applicable).

8.6 References

Proposal should identify five California customer references from previous projects that are similar in size and operational needs of this project. The City reserves the right to contact any and all of the references by the Vendor to validate the proposal submitted.

8.7 Costs

Contract will include total price to complete project, plus:

- a. Annual cost to City with regard to licensing, training, and on-going maintenance.
- b. The contract will be specific in respect to software licensing and the number of licenses allowed for the contract price for each piece of software quoted in the proposal.
- c. Add or remove prices that may be applicable to different modules of software (example: CAD, RMS, State Interface, Mobiles).
- d. Refer to Section 7 for breakdown of pricing.

All responses must be in a sealed envelope/box marked FULLY-INTEGRATED CAD, RMS, AND MOBILE COMPUTING SYSTEM – December 22, 2015 and submitted by the deadline of December 22, 2015 5:00 PM (PST) to:

City of Brentwood
9100 Brentwood Blvd.
Brentwood, CA 94513

Attn: Wade Gomes, Police Administrative Liaison

SECTION 9

9. VENDOR EVALUATION PROCESS

A multi-phase evaluation process will be used to evaluate and choose the final vendor. At the end of each phase, only those vendors that have passed the current phase will move forward to the next.

9.1 Phase 1 – Selection / Evaluation Criteria for RFP Proposals

RFP proposals will be reviewed by a cross functional team that is representative of police department personnel.

In general, the Phase 1 evaluation will consist of:

- a. Review of all responses for compliance with procedural instruction and requirements.
- b. Review of all responses for overall content and completeness of proposal.
- c. Review of how well each individual proposal addresses the general, and when provided, specific requirements identified in the RFP.
- d. Review all responses to identify how well the vendor understands the objectives of the City.
- e. Review of vendors experience with similar public safety systems installations.
- f. Review of vendor understanding of public safety information security requirements.
- g. Review of each response concerning implementation methodology and timelines.

9.2 Phase 2 - Cumulative Evaluation

Responses to this RFP will be evaluated by a cross functional team that will review all two phases of the vendor evaluation process and determine which vendor is the best value to the City and meets the overall needs of the City. Please note: Issuance of this RFP in no way constitutes a commitment by the City to award a contract. Top ranked Respondents may be required to submit additional cost, technical, or other revisions to their Proposal (or a Best and Final Offer) AS may result from negotiations.

ACKNOWLEDGEMENT FORM

Proposer's acknowledgement and submittal of acceptance of the City of Brentwood's terms and conditions of Request for Proposal CIP 337-37233:

Date: _____

Company Name: _____

Address: _____

Phone Number: _____ Fax: _____

Cell: _____

E-mail Address: _____

Website Address: _____

Authorized Signature of Bidder: _____ Date: _____

Print Name of Bidder: _____

***** Submittals must be received either by mail or hand delivered to: *****

City of Brentwood, 9100 Brentwood Blvd., Brentwood, CA 94513

Attn: Wade Gomes, Administrative Police Liaison

by 5:00 P. M., on Tuesday, December 22, 2015